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Specification for automobile spare
parts logistics service

汽车备件物流服务规范

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Foreword

This document is drafted in accordance with the rules given in the GB/T 1.1-2020 *Directives for Standardization — Part 1: Rules for the Structure and Drafting of Standardizing Documents*.

This document is proposed by the Intelligent Logistics Committee of the Guangdong-Hong Kong-Macao Greater Bay Area Standards Innovation Alliance.

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This is the first release.



Specification for automobile spare parts logistics service

1 Scope

This document specifies the capability guarantee, provision, evaluation and improvement of automobile spare parts logistics services.

This document applies to automobile spare parts logistics service providers.

2 Normative References

The contents in the following documents constitute necessary clauses of this document by normative references. Meanwhile, for dated references, only the version of the corresponding date applies to this document; for undated references, the latest version (including all the revisions) applies to this document.

GB/T 31152-2014 *Automotive Logistics Terms*

SB/T 10977-2013 *Norm for Warehousing Operation*

3 Terms and Definitions

The following terms and definitions apply to this document.

3.1

automobile spare parts

parts and components for automobile after-sales service

[Source: GB/T 31152-2014, 3.1.3]

3.2

front processing

the general term for the operations performed on automobile spare parts in the ex-factory process

3.3

front processing center

the location where front processing is performed

3.4

automobile spare parts logistics service

a series of logistics activities carried out to meet customers' logistics needs for automobile spare parts and the results thereof

3.5

automobile spare parts service provider

the organization that provides automobile spare parts logistics services for customers

4 Service Capability Guarantee

4.1 Automobile spare parts logistics service provider

Automobile spare parts logistics service provider shall have:

- a) The management regulations required for provision of automobile spare parts logistics services;
- b) The service personnel required for provision of automobile spare parts logistics services;
- c) The facilities required for provision of automobile spare parts logistics services;
- d) The management information systems required for provision of automobile spare parts logistics services.

4.2 Management regulations

Management regulations include but are not limited to:

- a) Data, equipment, systems, operating specifications and other regulations related to automobile spare parts logistics services;
- b) Quality and performance evaluation systems for automobile spare parts logistics services;
- c) Emergency plan for automobile spare parts logistics services.

4.3 Service personnel

4.3.1 Service personnel include designers, operators, management information system maintenance personnel, etc. Operators include front processing center operators, warehouse operators, drivers, and customer service specialists.

4.3.2 Service personnel shall receive relevant laws and regulations and professional operation training to meet relevant professional qualification requirements.

4.3.3 Service personnel shall receive relevant safety education and training and abide by relevant safety regulations.

4.4 Facilities

The automobile spare parts logistics service provider shall provide front processing, warehousing, and distribution related facilities required for provision of automobile spare parts logistics services, including identification, sorting, conveying, warehousing, packaging, loading, unloading, and transportation facilities.

4.5 Management information systems

4.5.1 The automobile spare parts logistics service provider shall provide management information systems required for provision of automobile spare parts logistics services, including order management, warehousing management, transportation management, service quality management, settlement management, and customer management information systems.

4.5.2 The management information systems shall be subject to visual management.

5 Service Provision

5.1 Front processing service

5.1.1 Receipt of the claiming plan

The service provider shall accept the customer's automobile spare parts claiming plan in a timely manner according to the planned time interval.

5.1.2 Accessory reserve

The service provider shall estimate the demand for packaging accessories according to the claiming plan, make a list of packaging accessories and reserve the packaging accessories according to the plan.

5.1.3 Spare parts handover

The service provider shall check the quantity and quality during spare parts handover and reject the unqualified parts if any and request for replacement on the spot. Automobile spare parts with large quantity and low value shall be subject to spot check, for example, plastic parts and sheet metal parts. Automobile spare parts with small quantity and high value shall be subject to careful inspection, for example, electrical parts and headlight parts.

5.1.4 Spare parts transfer

Automobile spare parts in welding workshop and other workshops shall be transferred separately:

- a) Spare parts in the welding workshop shall be transferred to the electroplating workshop for electrophoresis;
- b) Spare parts in other workshops shall be transferred to the front processing center.

5.1.5 Spare parts packaging

Automobile spare parts shall be packed within the specified time as follows:

a) Carton:

- 1) The center of gravity of spare parts packed in a carton shall be downward, and the direction of the arrow on the carton shall be consistent with the direction of the center of gravity of the spare parts;
- 2) The inner space shall be filled with eco-friendly fillers;
- 3) Fragile and valuable spare parts shall be filled with inner lining;
- 4) The package shall be wrapped with a couple of layers of films.

b) Plastic bag: The plastic bag shall be sealed up;

c) Bubble wrap: The automobile spare parts shall not be exposed but tightly and evenly sealed with tape at the package opening.

5.1.6 Transfer outbound

Automobile spare parts are outbound actively and passively:

a) For active outbound:

- 1) The spare parts shall be consistent with the position of the material rack;
- 2) Protective spacers shall be provided between the spare parts and the material rack;
- 3) The whole pallet of spare parts and the material rack shall be fixed with packing strap, and the packing strap and the spare parts shall be separated with PE foam (leaving a 5-cm space preferably) and all sides shall be cross bundled;
- 4) The rack shall be wrapped fully from bottom to top with film to prevent against dust;
- 5) The top of the material rack shall be protected with air bubble film, and the upper layer of material rack shall be waterproofing;
- 6) A shipping mark shall be pasted, indicating material information such as material code, material name, quantity of spare parts, warehouse of departure, vehicle model, etc. ;

b) For passive outbound:

- 1) The packaging shall be performed in the principle of "palletized before bulk, large before small and light over heavy";
- 2) The weight of cartons not palletized shall be controlled controlled within a certain range;
- 3) Deformable or fragile parts shall be packed in a turnover box and separated with bubble bags or cardboard;
- 4) The box number shall be indicated on the outbound list, and be consistent with the box number on the shipping mark;
- 5) Small-sized spare parts shall be placed in the same carton, and spare parts that cannot be folded shall be protected with cardboard;
- 6) Spare parts shall be placed evenly in a carton or pallet, and marked with "Spare Parts Inside" and applied with the Do Not Crush label.

5.1.7 Warehouse handover

The quantity and quality of the outer packaging of automobile spare parts shall be carefully checked at the time of warehouse handover.

5.1.8 Spare parts vehicle loading

5.1.8.1 When loading spare parts, the upper material rack fixture shall be aligned with the bottom material rack fixture.

5.1.8.2 When loading spare parts, the material rack applied with waterproof measures shall be placed on the upper layer.

5.1.8.3 When loading spare parts, the material rack shall not be stacked for more than two layers, and be fixed with ropes and covered after stacking.

5.2 Warehousing service

5.2.1 Inbound

5.2.1.1 Inbound operation shall comply with the relevant provisions of Section VI in SB/T 10977-2013.

5.2.1.2 When sorting, the principles of large before small, pallet before bulk and easy before difficult shall be followed.

a) Large before small: The large materials shall be counted first;

b) Pallet before bulk: The palletized materials shall be counted first;

c) Easy before difficult: The materials that are more easy to sort shall be counted first.

5.2.1.3 Automobile spare parts shall be partitioned by turnover frequency, and automobile spare parts with high turnover frequency shall be placed in the area close to the exit.

5.2.2 Storage management

5.2.2.1 Storage management shall comply with the relevant provisions of Section VI in SB/T 10977-2013.

5.2.2.2 The following requirements shall be observed when stacking automobile spare parts:

a) Body side: Stored on the special rack, and placed on pallet when temporarily stored, and shall not be placed flat on the ground;

b) Tire: Stored upright on the special rack, and shall not be placed flat on the ground;

c) Glass: Stored upright, protected with film or strapping tape;

d) Bumper: When stored in an iron frame, the front and rear bumpers shall be separated from the frame wall with cardboard.

5.2.3 Outbound

5.2.3.1 Picking of automobile spare parts shall be carried out according to the order management system instructions.

5.2.3.2 Automobile spare parts shall be packed up after picking.

5.2.3.3 For fragile spare parts, a “Do Not Crush” label shall be pasted on the outer packaging.

5.3 Delivery service

5.3.1 Vehicle loading

5.3.1.1 Vehicle condition inspection

Before loading, vehicle condition inspection shall be performed see if there is any bulges (iron nails, iron sheets, etc.) on the body and side walls, and make sure that there is no oil or water stain.

5.3.1.2 Loading of spare parts

The following rules shall be observed when loading automobile spare parts:

- a) Do not step on the automobile spare parts;
- b) Do not drag, kick, or throw spare parts when loading and unloading;
- c) Fill the empty space up properly, do not squeeze forcibly;
- d) Make sure the waterproof cloth is not damaged.

5.3.1.3 Stacking

When sticking, in addition to the principles of small over large, light over heavy, paper over wood, and flat stacking, as well as reasonable isolation, bridging, wood padding and bumper protection:

- a) Reasonable isolation: Cushioning materials shall be used between irregularly shaped parts and other spare parts and between the upper and lower layers to ensure balance;
- b) Bridging: Make a "bridge" when loading sheet metal parts;
- c) Wood padding: Wood pads shall be placed between heavy and light pieces;
- d) Bumper protection: Where the bumper is in contact with the compartment wall, it shall be wrapped with waste cardboard.

5.3.2 Departure and transit

5.3.2.1 The departure time of automobile spare parts shall be consistent with the wave schedule.

5.3.2.2 During transit, drivers shall strictly abide by the traffic rules. In the event of:

- a) Force majeure such as bad weather:
 - 1) Timely contact and apologize to the consignee;
 - 2) Keep field records as required.

b) Vehicle breakdown, traffic accident: Report and change a vehicle to complete delivery.

5.3.2.3 In the event of delays due to handover and loading reasons, drive faster to deliver on time while ensuring safety and not violating traffic rules.

5.3.3 Signing for delivery

5.3.3.1 Delivery appointment

Before delivering, contact the customer to check the delivery time:

- a) If the customer is ready to receive the goods, then make delivery as planned;
- b) If the customer requires to deliver later on the same day, and the delivery shall be arranged later that day;
- c) If the customer changes the date, it shall be delivered as required and reported to the relevant party.

5.3.3.2 Acceptance by the customer

The following rules shall be observed:

- a) Park the vehicle at the designated location as required by the customer;
- b) Hand over the documents to the customer and unload the automobile spare parts at the designated location;
- c) Confirm the quantity of goods to avoid shortage or wrong delivery;
- d) Assist the customer in unpacking and inspection;
- e) Upload the receipt to the management information system within the specified time.

5.3.4 Delivery operation monitoring

Follow up, analyze, and rectify any delivery exceptions:

a) Follow-up:

1) Assist in dealing with damaged or defective goods, report and update the processing progress until the problem is resolved;

2) Arrange return visit in case of any complaints by customer and work out rectification measures;

b) Data analysis: Carry out data analysis of cargo damage and defectives based on category, delivery route, and cause of damage;

c) Rectification: Make rectification according to the data analysis.

6 Service Evaluation and Improvement

6.1 Service evaluation

6.1.1 Service evaluation includes internal evaluation and external evaluation.

6.1.2 The internal evaluation shall be carried out by the automobile spare parts logistics service provider on items like claiming timeliness, package inbound timeliness, inbound timeliness, outbound timeliness, delivery timeliness, damage ratio and category accuracy rate.

6.1.3 The external evaluation shall be carried out by the customer on customer satisfaction, customer complaints, and service quality evaluation that includes cost optimization, service level, automobile spare parts safety, and data security.

6.2 Service improvement

The automobile spare parts logistics service provider shall solve the problems according to the service evaluation results, formulate and implement improvement measures, and improve the automobile spare parts logistics services.



Bibliography

- [1] GB/T 28222-2011 General Principles for Development of Service Standards
 - [2] WB/T 1102-2020 Specification for Automotive Spare Parts Storage Operations
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